

May 29, 2024

Sr. FCC
Presents
Dear Sir,

We are a small information technology company registered in the USA with the objective of offering services and products manufactured or generated in the USA to clients in Venezuela.

In the field of IP telephony, we have initiated the configuration of a Cloud Central and a router to provide IP telephony solutions to homes and companies in Venezuela. This initiative aims to cater to individuals who, due to the limitations of our country, do not have access to Public Switched Telephone Network (PSTN).

As part of our robocall mitigation project, we have designed "Know Your Customer" strategies, which involve gathering detailed information about each customer, including identification documents, proof of residence, and the purpose of the calls to be made. Additionally, clients will be required to sign a document expressly agreeing not to make illegal or immoral use of the service. We will also manage the Automatic Number Identification (ANI) exclusively, preventing users from altering it at all costs. Furthermore, we will implement regular monitoring strategies, analyzing Call Detail Records (CDR) reports to identify anomalous patterns in call completion rates and calls per second.

Regarding calls to the USA, we intend to prohibit them by default. However, for users specifically requesting this destination, we will require them to commit to certain guidelines, including not registering the SIP account on multiple devices simultaneously, refraining from making dozens of short calls in a row, abstaining from using the service for telemarketing or telephone prospecting campaigns, avoiding its use in call centers, and refraining from sharing the service with other users. We are unequivocally opposed to the illegal use of telephone services.

We are open to any additional suggestions and are committed to implementing broader technological solutions in the short term. Our goal is to continue improving our services and products to meet the changing needs of our clients. If you have any ideas or recommendations, please do not hesitate to share them with us. We appreciate any feedback that can contribute to our ongoing growth and technological development.

Sincerely,


Alexandro Laurent
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